

Breaking Down the

BARRIERS

Alberta Infrastructure and Transportation

March 2006

Inventory of Accessible Transportation Providers in Alberta

In April-May 2005, Alberta Infrastructure and Transportation (INFTRA), in cooperation with Alberta Children's Services, conducted a survey that gathered information related to specialized transportation services available in Alberta for seniors and person with disabilities. The survey gathered current information on specialized transportation services available to the public. The final report, entitled **Transportation for Seniors and Persons with Disabilities in Alberta: A Survey – Analysis of Results**, has been posted on INFTRA's website.

Highlights of the report include:

- About 79% of Albertans live in a community where specialized transportation services are available.
- Close to 50,000 Albertans are registered for specialized transportation services.
- About 40% of all service providers are unable to meet current demand. This is due to lack of accessible vehicles, service demand outside current service hours, and actual demand during operating hours exceeding the supply.
- It is expected that there will be a growth in unmet demand over the next 10 years across all regions.
- About 63% of agencies do not pool their resources with other organizations in the community. Service providers in smaller sized centres are more likely to pool their resources than those located in larger centres.

The report outlines a few considerations that may help improve the availability of accessible transportation services, including:

- Tracking activities to collect consistent, valid and reliable data that can be used for responding to current and future needs.
- Pooling of resources between service providers and between communities.

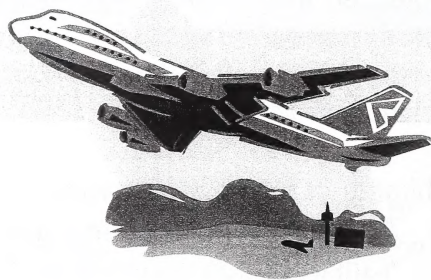
- Sharing best practices in the provision of specialized transportation services.
- Accessing funding, that may be used by accessible transportation providers.

For more information, please contact:

JD Kliewer
 Alberta Infrastructure and Transportation
 Phone: (780) 422-3801
 E-mail: jd.kliewer@gov.ab.ca
 Web site: www.trans.gov.ab.ca/Content/doctype55/production/invstudyreport.pdf

Did you know . . .

Federal Court Declares Obesity a Disability for Air Travel



The Federal Court of Appeal has ruled that obesity can be considered a disability for persons traveling by air. The person who filed the case encountered difficulty in travelling by air in 1997, and filed a complaint with the Canadian Transportation Agency (CTA). The CTA's decision was appealed to the Federal Court. It is anticipated that there will be additional court proceedings in this case.

For more information, please contact:

Federal Court of Appeal
 Courts Administration Service
 Phone: (613) 996-6795
 TTY: (613) 947-0407
 Web site: <http://www.fca-caf.gc.ca>

Proposed Revisions to the 2006 Alberta Building Code

There are several proposed changes to the 2006 Alberta Building Code (ABC) that will benefit persons with disabilities. One of the most significant is the establishment of the Barrier Free Council, which reports to the Coordinating Committee of the Safety Codes Council. The Barrier Free Council will focus its role on the “when, where and why” for barrier free access and act in an advisory capacity to the technical councils, particularly the Building Technical Council, on the “how-to” for barrier free access.

The following changes are proposed regarding barrier free facilities, and they should be finalized in spring 2006:

- Changes to the requirements for designated parking stalls, to provide more space for vehicles equipped with wheelchair ramps, while using parking lot space more efficiently.
- Addition of requirements for signage of designated parking stalls.
- Addition of a specified width of a barrier-free path of travel that is more than 30 m long.
- Lowering of the required height for buttons and other controls.
- Widening of the required width of the door to a washroom.

For more information, please contact:

Municipal Affairs

Communication Inquiry Centre

Phone: (866) 421-6929

E-mail: safety.services@gov.ab.ca

Web site: http://www.municipalaffairs.gov.ab.ca/ss_Building.htm

Amendments to Alberta's Blind Persons' Rights Act Passed

New provincial legislation, which was brought into force on November 1, 2005, includes higher fines for violations, which range from \$250 for falsely using a white cane to \$3,000 for discrimination against an Albertan who is blind and uses a guide dog. The law also identifies clear standards for training guide dogs.

"This legislation can give Albertans who are blind renewed confidence that their rights to access public services and facilities are protected."

"Many Albertans and Alberta businesses already fully include people with disabilities in our communities, but there is still more work to be done," said Yvonne Fritz, Minister of Seniors and Community Supports, with responsibility for the **Blind Persons' Rights Act**. "This legislation can give Albertans who are blind renewed confidence that their rights to access public services and facilities are protected."

Albertans who are blind may voluntarily apply for identification cards, which are available free of charge to users of guide dogs as proof that their guide dog meets established training standards.

The identification card includes a photo of the guide dog team and the back of the identification card has a Braille message so it is identifiable to the user. Qualified guide dogs in Alberta must be trained in a school that meets the qualifications of the International Guide Dog Federation.

For more information, please contact:

Laurel Wierstra

Alberta Seniors and Community Supports

Phone: (780) 427-9157 or 310-0000

E-mail: laurel.wierstra@gov.ab.ca

Web site: www.seniors.gov.ab.ca



Talking Signs Audio Pathway

The Canadian National Institute for the Blind (CNIB) in Toronto is testing a Talking Signs audio pathway. The Talking Signs system consists of two parts – a transmitter and a receiver. The transmitter, which uses infrared technology, transmits short, simple messages containing details of nearby points of interest. These could include layout of a lobby of a building, name of a retail store, location of a TTY phone, or pedestrian signals. The transmitters are programmable, and may be used almost anywhere. Talking Signs can also be integrated into transit vehicles, allowing persons with visual disabilities to identify and locate their bus.

The receiver, which is carried by a person with a visual disability, picks up the signals, and uses a speaker so the person can hear the message. The receiver only picks up the signal when it is pointing at the transmitter, so a person simply points the receiver at the transmitter, and walks in the direction that they are pointing the receiver. The system has a range of approximately 45 – 60 metres, which is approximately the distance a sighted person can spot and recognize a printed sign.

For the pilot project, the CNIB has installed 20 transmitters in the Toronto area, including in the CNIB headquarters.

For more information, please contact:

Lesley MacDonald
Canadian National Institute for the Blind
Phone: (416) 486-2500
E-mail: lesley.mcdonald@cnib.ca
Web site: <http://www.cnib.ca>

Community Accessibility Web Site

Volunteers who are interested in conducting accessibility audits may wish to contact the Premier's Council.

The Premier's Council on the Status of Persons with Disabilities has launched a new website that rates the accessibility of businesses in Alberta. The website, which currently hosts information for Strathcona County, lists the accessibility of parking, wheelchair access, doors, washrooms, and elevators in each business/building. All tests are conducted by volunteers.

This idea was conceived by Glen Lavold of Ardrossen, Alberta. As his disability made it difficult to visit sites, three persons from Sherwood Park volunteered to conduct the tests. They visited more than one thousand businesses and services in Strathcona County, and rated their accessibility. Their work, which was supported by MLA Rob Loughheed, Chair of the Premier's Council on the Status of Persons with Disabilities, was placed on the Community Accessibility website.

The Premier's Council would like to hear about accessible businesses/buildings. In addition, volunteers who are interested in conducting accessibility audits may wish to contact the Premier's Council.

For more information, please contact:

Premier's Council on the Status of Persons with Disabilities
Community Accessibility

Phone: (780) 422-1095

Phone: (800) 272-8841 (Toll Free)

E-mail: pcspd@gov.ab.ca

Web site: www.communityaccessibility.ca

Toolkit for Providers of Accessible Transportation Services

The **Resources for Providers of Accessible Transportation Services – A Toolkit** is now available on the Alberta Infrastructure and Transportation (INFTRA) website.

The Toolkit was developed as a resource for providers of accessible transportation, with input from the Alberta Advisory Committee on Barrier Free Transportation. It contains information on Non-Financial Resources, such as strategic planning and regional coordination guides; Funding Sources at the federal, provincial, and municipal level; Facilitative Resources; and Related Legislation and Policy Information. Information is available from Albertan, Canadian, United States, and international sources.

The Toolkit will be updated as additional information becomes available. Please check INFTRA's website for the latest version.

For more information, please contact:

JD Kliewer

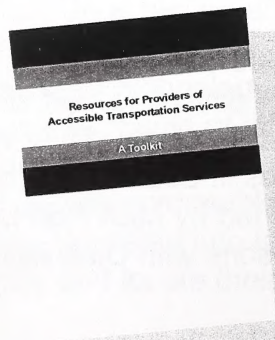
Alberta Infrastructure and Transportation

Phone: (780) 422-3801

Fax: (780) 422-1070

E-mail: jd.kliewer@gov.ab.ca

Web site: www.trans.gov.ab.ca/Content/doctype55/production/resacctranprov.pdf





Accessibility on 19-Seat Aircraft



The Canadian Transportation Agency (CTA) has released an advisory to assist the operators of small aircraft having 19 seats or fewer in exploring means of boarding and deplaning passengers with disabilities, and to remind the operators of the importance of properly informing their customers about the availability of boarding equipment and procedures at Canadian airports.

A recent study by Transport Canada has found that three common 19-seat aircraft have compatibility challenges with certain types of boarding and/or transfer devices used by Canadian regional carriers. The study also found that there is sometimes a lack of communication from the air carriers regarding availability of accessible boarding equipment at airports. Subsequent investigation by the CTA found that some boarding equipment make it difficult to transfer passengers to seats beyond the front row on Beechcraft 1900 aircraft.

The advisory makes several recommendations for operators of 19 seat aircraft, including:

- consider the installation of movable armrests on the seats in the non-emergency front row of Beechcraft 1900 aircraft
- take into consideration the configuration of the passenger cabin vestibule and the width of the aisle, including between armrests, when they acquire equipment for the boarding of passengers with a mobility impairment and the transfer to their seat in the aircraft
- ensure that accurate and updated information on procedures and the availability of boarding equipment at each airport is maintained in their reservation system and any other sources of public information, where practicable
- emphasize the importance of providing such information to the customer at the time of booking in order to properly assist persons with disabilities in making educated decisions and choices in their travel plans

For more information, please contact:

Diane Mainville
Canadian Transportation Agency
Phone: (819) 997-0806
TTY: (800) 669-5575
E-mail: diane.mainville@cta-otc.gc.ca
Web site: http://www.cta-otc.gc.ca/access/advisory_e.html





Accessible Transportation Rulings by the Canadian Transportation Agency

The Canadian Transportation Agency (CTA) released a number of accessible transportation rulings in the fall of 2005. The following summaries are a sample of the rulings made:

- The CTA found that although a reassigned seat provided by an air carrier to a person with a physical disability constituted an obstacle to their mobility, the obstacle was not undue. For more information, please visit:
http://www.cta-otc.gc.ca/rulings-decisions/decisions/2005/A/AT/685-AT-A-2005_e.html
- The CTA found that persons who require medical oxygen when they travel by air encounter obstacles to their mobility. A hearing will be conducted in the spring of 2006 to determine whether these obstacles are undue. For more information, please visit:
http://www.cta-otc.gc.ca/rulings-decisions/decisions/2005/A/AT/720-AT-A-2005_e.html
- The CTA found that the level of wheelchair assistance provided by an air carrier constituted an undue obstacle to persons using wheelchairs. For more information, please visit:
http://www.cta-otc.gc.ca/rulings-decisions/decisions/2005/A/AT/724-AT-A-2005_e.html

For more information, as well as access to other CTA rulings, please contact:

Canadian Transportation Agency

Phone: (888) 222-2592

TTY: (800) 669-5575

E-mail: cta.comment@cta-otc.gc.ca

Web site: www.cta-otc.gc.ca/cgi-bin/

[rulingLists.pl?lang=e&type=decision&category=AT](http://www.cta-otc.gc.ca/cgi-bin/rulingLists.pl?lang=e&type=decision&category=AT)

Did you know . . .



Passenger Terminal Code of Practice

The Canadian Transportation Agency (CTA) is developing a Code of Practice for Passenger Terminal Accessibility. This voluntary Code will help provide a minimum level of accessibility for passenger terminals across Canada, and will further improve the accessibility of the federal transportation system as a whole. These changes will also benefit other travelers, such as seniors and persons with small children in strollers.

The Code will be applicable to public facilities and services operated and maintained by the terminal operator. It will also include services that are contracted out, but are necessary to the successful completion of a trip, such as parking and shuttle services.

For more information, and to submit comments, please contact:

Pat Weir
Canadian Transportation Agency
Phone: (819) 953-7880
TTY: (800) 669-5575
E-mail: pat.weir@cta-otc.gc.ca
Web site: www.cta-otc.gc.ca/



Calgary Improves Taxi Driver Sensitivity Training

Recent changes in Calgary will improve training for new taxi drivers, and will raise driver standards in the industry. All new taxi drivers are now required to undergo a training course as part of their licensing process. Special training relating to persons with disabilities is included in the course.

This four-day course, which includes a final exam, will train drivers in areas such as:

- Passengers with Disabilities
- Human Rights and Diversity Awareness

- Professional Customer Service
- Business Management
- Geography and Map Reading
- Bylaw and Regulations
- Driver Safety, Stress, and Road Rage
- Taxi Standards and Maintenance

The first training course took place in January 2006 with 12 participants. The course operates on a cost-recovery basis, with drivers responsible for the costs. Taxi brokers wishing to set a higher standard for their business and who may already be providing in-house training for their drivers are encouraged to continue in-house training programs.

For more information, please contact:

Office of Livery Transport Services
City of Calgary
Phone: (403) 221-3581
E-mail: jmerkley@calgary.ca
Web site: www.calgary.ca

DATS Update



2005 was a very busy year for Edmonton's Disabled Adult Transit Service (DATS). As we continue to implement our new service model, recruitment remains our biggest challenge.

We have hired 50 new drivers, and recruitment is continuing for additional drivers to reach our target. In addition to the recruitment, all former owner-operator drivers received training and orientation, and new drivers went through the full training program. All new administration positions created for the service model were filled. We are also in the process of backfilling vacancies created when some staff moved to the new positions.

The public tender was awarded to Laidlaw Transit Ltd. for both the sedan/minivan and passenger van contracts. This service has been fully implemented and the contract agreements signed.

In November, construction was finalized on the new home for DATS – Percy Wickman Garage. Work was completed at the end of November on the office addition and outside yard and the remaining DATS office workers moved in. This was a milestone date for our operation – the first time we have all of us under one roof for many years! Official opening ceremonies and the dedication of this facility's name is being planned for mid-May 2006.

We have made many major strides in the implementation of our new service model. We also have built an ongoing recruitment program into our work plan for 2006 and beyond. Step-by-step each day we will tackle the obstacles still facing us in our goal of improving customer service.

What is the New Service Model for DATS?

In the new service model, the City of Edmonton owns the lift vans which are operated by employee drivers who will be paid hourly, instead of by the trip. The sedan and passenger van service is entirely contracted. One of the major reasons for moving to a new service model relates to service reliability concerns. We were having difficulties in keeping enough drivers and vehicles on the road to provide service. With our fleet of new vehicles, we hope to greatly reduce the number of breakdowns. And additional drivers should improve back-up coverage.

For more information, please contact:

Disabled Adult Transit Service

Phone: (780) 496-4570

E-mail: dat@edmonton.ca

Web site: www.takeets.com , click on Disabled Adult Transit Service

This article has been submitted by Caroline Wenzel, Editor, DATS Newsletter.





Calgary's Disabled Parking Awareness Campaign: A Much-needed Reminder

The campaign is designed to educate people about why these parking stalls are necessary and should be used only by people with placards.

The Calgary Parking Authority (CPA) launched its month-long Disabled Parking Awareness campaign on November 24, 2005 to highlight the growing trend of parking illegally in stalls for people with disabilities.

"We're seeing a marked increase in the number of people who fail to display the required placard when they park in a designated stall," said Dale Fraser, CPA General Manager.

The CPA is predicting a 20 per cent increase for 2005 in the number of tickets that will be issued to people who park illegally in stalls designated for people with disabilities.

From January 1 to November 30, 2005, a total of 1,994 tickets were issued for unauthorized parking in a designated stall. In 2004, a total of 1,780 tickets were issued. On average more than 200 parking tickets are issued in Calgary each December for parking in a designated stall without the proper identification.

Each year the CPA runs radio ads, sends out information to local community associations and places increased emphasis on patrolling parking stalls for people with disabilities. The campaign is designed to educate people about why these parking stalls are necessary and should be used only by people with placards.

This year, the CPA also partnered with the Canadian Paraplegic Association to tell people why the designated stalls are vital for people with disabilities.

"This campaign is important because it reminds people to think before they park," said Barry Lindemann, Manager of Community Affairs for the Canadian Paraplegic Association. "As someone with a disability, I know that those stalls make my life a lot easier and the campaign is a wake-up call for people who think it's okay to park there for 'just a minute'."

For more information, please contact:

Shelley Trigg
Public Affairs Coordinator
Calgary Parking Authority
Phone: (403) 537-7099
E-mail: shelley.trigg@calgaryparking.com
Web site: www.calgaryparking.com

This article has been submitted by Shelley Trigg, Public Affairs Coordinator of the Calgary Parking Authority.



Edmonton's Disabled Parking Awareness Day

Illegally parking in a designated parking stall only serves to limit access to the community of those who truly need these parking stalls.

On November 24, 2005, Edmonton Mayor Stephen Mandel proclaimed Disabled Parking Awareness Day. The purpose of this event was to raise awareness of the needs of persons with disabilities for designated parking stalls, as well as to educate persons on the correct use of parking placards.

The City of Edmonton places a priority on enforcing designated parking stall violations. Over the past five years, an average of 3,345 tickets were issued each year for illegal use of a designated parking stall. Parking enforcement officers are encouraged to intentionally seek out these types of violations.



People who are legally entitled to park in designated parking stalls require unobstructed access to surrounding facilities. Individuals with disabilities may not be able to park at all because they require additional space in order to load/unload a wheelchair. Individuals with mobility impairments may be forced to walk distances beyond restrictions that are specified by a medical practitioner.

People who do not have disabilities must keep in mind that personal convenience does not outweigh the needs of people with disabilities. Illegally parking in a designated parking stall only serves to limit access to the community of those who truly need these parking stalls.

For more information, please contact:

Erika Gray
Senior Parking Enforcement Officer
City of Edmonton
Phone: (780) 496-5173
E-mail: erika.gray@edmonton.ca
Web site: www.edmonton.ca

Edmonton Accessible Taxi Human Rights Complaint Decision

On October 31, 2005, the Alberta Human Rights and Citizenship Commission (AHRCC) released a decision in the accessible taxi human rights case filed by Ms. Donna Martyn. The result was a decision in favour of Ms. Martyn.

The AHRCC found that "the Complainant [Ms. Martyn] was discriminated against on the basis of her disability by being denied 24 hour wheelchair accessible taxi service which is customarily available to non-disabled taxi cab users. Taxi service is clearly a service customarily offered to the public and the Complainant was unable to benefit from the service."

During the course of the hearings, the City of Edmonton passed a bylaw issuing up to ten additional taxi licenses to a single company through a tendering process, to be used to provide 24-hour accessible taxi services in Edmonton. There will be at least two accessible taxis available at all times, which will provide priority service to persons using mobility aids. At the time of the writing of this article, the City of Edmonton had not announced which company won the tender to provide accessible taxi service using the ten additional licenses.

For more information, please contact:

Alberta Human Rights and Citizenship Commission
Phone: (780) 427-7661 or 310-0000
TTY: (800) 232-7215
E-mail: humanrights@gov.ab.ca
Web site: www.albertahumanrights.ab.ca

Did you know . . .

Alberta Inter-community Public Transportation Guide Updated

Alberta Infrastructure and Transportation has recently updated the Alberta Inter-community Public Transportation Guide Accessibility listings for Local Transportation. Information for the update was gathered through the **Transportation for Seniors and Persons with Disabilities in Alberta: A Survey – Analysis of Results** report. The Guide is designed to assist people in making trips between Alberta communities by providing information on communities with accessible transportation services, contact information, hours of operation, and service requirements.

For more information, please contact:

JD Kliewer

Alberta Infrastructure and Transportation

Phone: (780) 422-3801

E-mail: jd.kliewer@gov.ab.ca

Web site: <http://www.trans.gov.ab.ca/Content/doctype55/production/pol040.htm>

Alberta Infrastructure and Transportation Improves Website Accessibility

Alberta Infrastructure and Transportation (INFTRA) will soon launch a new website which will increase the accessibility of the site for persons with disabilities.

The new website, which will be launched in March 2006, includes a variety of accessibility features for persons with disabilities. However, many of these features will make it easier to access and navigate for everyone.

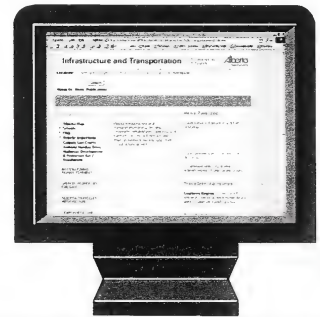
**These features will
make the site easier
to access and
navigate for
everyone.**

New features include:

- Improved way finding - The site is easier to navigate, with fewer clicks of the mouse, and an easier process to find information. As well, each page's location within the site will be easier to determine.
- Improved clarity - Wording on the site is easier to understand, for those without strong English skills.
- Skip to page content - This offers an easier way to navigate through a page for persons unable to use a mouse.
- Text resizing - Users are able to easily resize text on the site, without losing a page's formatting.
- Tools for screen readers - These make it easier for persons with visual disabilities using screen readers to navigate.
- Alternate text - All graphic elements have a text description.

For more information, please contact:

JD Kliewer
Alberta Infrastructure and Transportation
Phone: (780) 422-3801
E-mail: jd.kliewer@gov.ab.ca
Web site: <http://www.inftra.gov.ab.ca/>



Useful Links

Welcome to the new "Useful Links" section of **Breaking Down the Barriers**. In this section, we will feature a variety of useful transportation-related Web sites that may be of interest to persons with disabilities. Please note that Alberta Infrastructure and Transportation does not necessarily endorse these Web sites, nor can it ensure the accuracy of the information contained in them.

- **US Department of Transportation Air Accessibility** – provides information on civil rights for air travel in the US, including the Manual on Non-discrimination on the Basis of Disability in Air Travel
<http://www.dotcr.ost.dot.gov/asp/airacc.asp>

- **Toward Accessible Transit: Accessibility Strategy of the Ministry of Transport and Communications (Finland)** – provides information on Finland's goal to invest in a transport system that promotes equal access to transport for all citizens
http://www.elsa.fi/strategia/pdf/strategy_english.pdf
- **Design of Universal Accessibility Systems for Public Transit** – provides support for networking and coordination of research and innovation activities in the field of universal design of accessibility systems for public transport between a comprehensive group of stakeholders in the European Union
http://age-platform.org/EN/IMG/pdf/Anexo1_012504_CA_20040823090522.pdf
- **European Conferences of Ministers of Transport** – provides access to documents relating to the transport of persons with disabilities
<http://www.cemt.org/topics/handicaps/tphpub.htm#Guide>
- **City of Mississauga – Implications of an Aging Population for City Services** – provides information on how various city services will be affected by changes in demographics
http://www.mississauga.ca/portal/cityhall/pressreleases?paf_gear_id=9700020&itemId=51100027&backUrl=%2Fportal%2Fcityhall%2Fpressreleases%3Fpaf_gear_id%3D9700020

If you know of any transportation-related sites that readers may find interesting, please submit them to:

JD Kliewer
Alberta Infrastructure and Transportation
Phone: (780) 422-3801
E-mail: jd.kliewer@gov.ab.ca

Did you know . . .

Alberta Government Settles AISH Dispute

The Alberta Government has settled a class-action lawsuit with thousands of persons receiving support from the provincial government. The lawsuit involves Assured Income for the Severely Handicapped (AISH) recipients, persons on social assistance, and persons receiving widows' pensions between 1979 and 2004.

For more information, please contact:

Income Support Class Action Online

Phone: (877) 507-7706

Web site: <http://www.incomesupportclassaction.ca>

Information on De-activating Airbags

Airbags are a very important safety feature found in all new vehicles that have proven safety benefits. However, for a very small number of people, airbags may pose a safety risk. Transport Canada determines performance standards for airbags, and determines who may be eligible to install an airbag deactivation switch.

Transport Canada does not allow airbags to be removed from a vehicle. However, some individuals who meet the medical exemption criteria may install an airbag disconnect switch, which turns off the airbag. Persons wishing to install an airbag deactivation switch must complete a **Declaration of Requirement for Airbag Deactivation** form, which can be found at http://www.tc.gc.ca/roadsafety/tp/tp13178/form_e.htm, or by contacting Transport Canada.

Car dealerships are generally prohibited from installing these switches, although some aftermarket equipment installers may offer to install them. Equipment installers will usually attempt to install other equipment that allow a person to sit 25 cm or more from the steering wheel, such as adjustable pedals or blocks on the pedals, before installing an airbag disconnect switch.

It is important to note that de-activating an airbag may have additional consequences. In some newer vehicles, the seatbelts were designed to work together with the airbag to absorb impacts. Deactivating the airbag may cause a higher risk of injury due to hitting the interior of the vehicle.

For more information, please contact:

Transport Canada

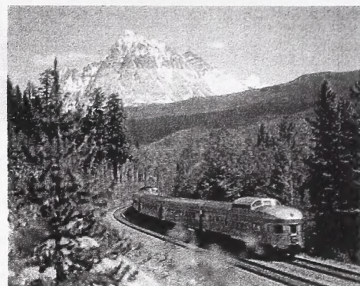
Phone: (800) 333-0371

TTY: (888) 675-6863

E-mail: roadsafetywebmail@tc.gc.ca

Did you know . . .

Appeal of VIA Rail Case to Supreme Court



On November 17, 2005, the Supreme Court of Canada granted the Council of Canadians with Disabilities permission to appeal the decision of the Federal Court of Appeal regarding the accessibility of VIA Rail's Renaissance rail cars. The Supreme Court has yet to set a date for the appeal.



For more information, please contact:

Supreme Court of Canada

General Information

Phone: (613) 995-4330

Fax: (613) 996-3063

E-mail: reception@scc-csc.gc.ca

Web site: <http://www.scc-csc.gc.ca>

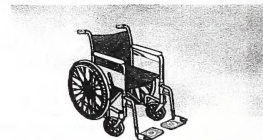
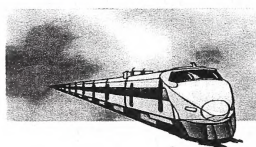
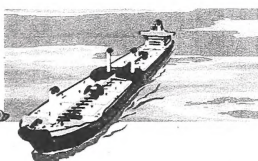
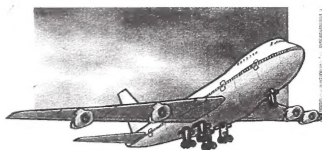
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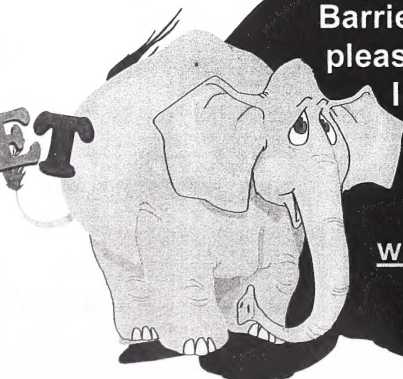
Sara Wong,
Senior Policy Advisor,
Passenger Transportation,
Strategic Policy Branch,
Tel. (780) 427-9781,
Fax (780) 422-1070, or
E-mail sara.wong@gov.ab.ca

Terry Lotzer,
Editor,
Communications,
Tel. (780) 422-0881
Fax (780) 466-3166, or
E-mail terry.lotzer@gov.ab.ca

Gerry James,
Graphics and Layout,
Communications,
Tel. (780) 422-0331
Fax (780) 466-3166, or
E-mail gerry.james@gov.ab.ca



**DON'T
FORGET**



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information on
Barrier-Free initiatives,
please visit Alberta
Infrastructure and
Transportation's
web site
at
www.inftra.gov.ab.ca

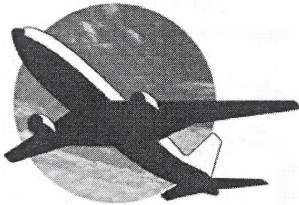
If you know of any other examples of strategic planning guides, regional coordination plans, or any other resources useful for providers of accessible transportation, please contact Alberta Transportation.

For more information, please contact:

Don Hardy
Alberta Transportation
Phone: 780-422-3801
E-mail: donald.hardy@gov.ab.ca



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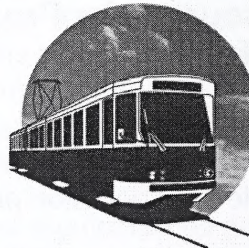


Sara Wong

Senior Policy Advisor,
Passenger Transportation,
Strategic Policy Branch,
Tel. (780) 427-9781
Fax (780) 422-1070
E-mail sara.wong@gov.ab.ca

John Lear

Editor,
Communications,
Tel. (780) 422-7080
Fax (780) 466-3166
E-mail john.lear@gov.ab.ca



Gerry James

Graphics and Layout,
Communications,
Tel. (780) 422-0331
Fax (780) 466-3166
E-mail gerry.james@gov.ab.ca